



## Certificate of Express Mailing

"Express Mail" Mailing Label Number: EV298199544US

Date of Deposit: 09/05/2003

Ref: Case Docket No.: P3318D1

First Named Inventor: Christopher Clemmett MacLeod Beck et al.

Serial Number: 09/801,011

Filing Date: 03/06/2001

Title of Case: Interface Engine for Managing Business Processes Within a Multimedia Communication-Center

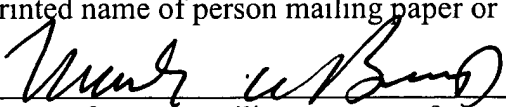
I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Response B.
2. RCE transmittal.
3. Duplicate RCE transmittal.
4. Petition for Extension of Time.
5. Check for fees in the amount of \$860.00.
6. Certificate of express mailing.
7. Postcard listing contents.

**RECEIVED**  
SEP 15 2003  
**GROUP 3600**

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

  
(Signature of person mailing papers or fee)